

Inglés para el sector de comercio

Objetivo

This course develops the English used in sales: welcoming customers, describing products, materials and prices, making suggestions and recommendations, and handling complaints. It combines practical vocabulary with grammar for past, present and future situations. Each unit ends with a short test to check comprehension.

90 Horas de teoría.

16 Unidades.

65 Actividades.

Programa del curso

Unit 1: Receiving and welcoming customers

- 01** Useful expressions & vocabulary
This lesson shows some of the most common ways to greet customers and gives examples of possible replies.
- 02** Grammar
This lesson looks at the grammatical structures: There is / There are, Some / Any and the vowel sounds: /eə/ and /ɪə/.
- 03** Practice in context
This lesson gives an example of a shop assistant greeting a customer and their first interaction.
- 04** Test exercises
Exercises to review and test the unit's topics and structures.

Unit 2: Describing the product

05 Useful expressions & vocabulary

This lesson provides the learner with the essential vocabulary to describe products.

06 Grammar

This lesson reviews the use of how much and how many to ask about quantities. There is also a section about the use of too + much/many & enough to express excess quantities or sufficient quantities.

07 Practice in context

This lesson practises the language covered on countable and uncountable nouns, quantifiers and describing products in general.

08 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 3: Offers and suggestions

09 Useful expressions & vocabulary

This lesson covers the topic of making offers and suggestions.

10 Grammar

This lesson covers the language of asking for and making suggestions. There is also a review of the uses of 'will' - for predictions, offers and in the First Conditional.

11 Practice in context

This lesson presents various ways of making, accepting and rejecting suggestions or offers.

12 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 4: At the clothes shop

13 Useful expressions & vocabulary

This lesson covers vocabulary and structures to discuss clothes and how they fit.

14 Grammar

This lesson presents the Present Continuous as a way to refer to the present moment and near future.

15 Practice in context

This lesson shows a range of vocabulary and structures in the context of a clothes shop.

16 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 5: At the shoe shop

- 17 **Useful expressions & vocabulary**
This lesson provides the learner with extensive vocabulary about footwear.
- 18 **Grammar**
This lesson covers the language needed to describe problems with how footwear fits.
- 19 **Practice in context**
This lesson shows contextual examples of some of the most typical expressions and vocabulary used in the footwear industry.
- 20 **Test exercises**
Exercises to review and test the unit's topics and structures.

Unit 6: Selling food and drinks

- 21 **Useful expressions & vocabulary**
This lesson covers the different areas inside a supermarket or food shop.
- 22 **Grammar**
This lesson presents some of the most common phrasal verbs related to shopping.
- 23 **Practice in context**
This lesson shows an example of people talking about food and shopping in different places.
- 24 **Test exercises**
Exercises to review and test the unit's topics and structures.

Unit 7: At the gift shop and stationer's

- 25 **Useful expressions & vocabulary**
This lesson covers some of the vocabulary used in gift shops and stationer's.
- 26 **Grammar**
This lesson contains a review of modal verbs and their uses.
- 27 **Practice in context**
This lesson features two short dialogues to illustrate typical conversations in shops.
- 28 **Test exercises**
Exercises to review and test the unit's topics and structures.

Unit 8: At the tobacconist's and newsagent's

29 Useful expressions & vocabulary

This lesson covers some of the typical vocabulary and expressions that are used in newsagent's and tobacconist's.

30 Grammar

This lesson reviews defining and non-defining relative clauses.

31 Practice in context

This lesson shows a typical conversation and includes listen and repeat exercises to practice pronunciation.

32 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 9: Selling appliances and furniture

33 Useful expressions & vocabulary

This lesson covers the typical electrical items and furniture that can be found in most homes.

34 Grammar

This lesson gives a comprehensive review of prepositions of place.

35 Practice in context

This lesson provides practical examples of the language covered.

36 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 10: Other shops

37 Useful expressions & vocabulary

This lesson presents other types of shops that can be found in towns and cities.

38 Grammar

This lesson reviews the fundamental aspects of the present perfect simple and continuous to express the recent past and ongoing activities.

39 Practice in context

This lesson shows a realistic conversation between friends who are using the present perfect simple and continuous to discuss their day.

40 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 11: Money matters

- 41 **Useful expressions & vocabulary**
This lesson presents some more useful vocabulary and expressions about money.
- 42 **Grammar**
This lesson focuses on the form and use of the Second Conditional.
- 43 **Practice in context**
This lesson shows a conversation between two independent shop owners.
- 44 **Test exercises**
Exercises to review and test the unit's topics and structures.

Unit 12: Saying farewell

- 45 **Useful expressions & vocabulary**
This lesson covers ways to say farewell or goodbye to customers.
- 46 **Grammar**
This lesson reviews ways to express possession.
- 47 **Practice in context**
This lesson shows a typical exchange in a shop.
- 48 **Test exercises**
Exercises to review and test the unit's topics and structures.

Unit 13: Giving directions

- 49 **Useful expressions & vocabulary**
This lesson shows the essential vocabulary needed to ask for and give directions.
- 50 **Grammar**
This lesson reviews the Imperative and its uses.
- 51 **Practice in context**
This lesson shows examples of asking for and giving directions and the imperative.
- 52 **Test exercises**
Exercises to review and test the unit's topics and structures.

Unit 14: Letters, telephone numbers, faxes and memos

53 Useful expressions & vocabulary

This lesson focuses on the fundamental language needed in business correspondence.

54 Grammar

This lesson covers indirect questions which form a fundamental part of business correspondence.

55 Practice in context

This lesson puts the expressions and vocabulary presented previously into practical contexts.

56 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 15: Orders, quotations and invoices

57 Useful expressions & vocabulary

This lesson covers the language and formats used to discuss ordering, quotations and invoices.

58 Grammar

This lesson reviews the use of so and such to provide emphasis.

59 Practice in context

This lesson looks at some typical examples of placing orders, billing and invoicing.

60 Test exercises

Exercises to review and test the unit's topics and structures.

Unit 16: Complaints and apologies

61 Useful expressions & vocabulary

This lesson presents the typical language used to complain and apologise in a range of situations.

62 Grammar

The lesson gives an overview of the most useful tenses with exercises to practice and reinforce comprehension.

63 Practice in context

This lesson provides contextual practice of the language covered.

64 Test exercises

Exercises to review and test the unit's topics and structures.

Final test

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Learners take a final test to check their comprehension of the language and structures covered during the course.